

## FOXHILL MEDICAL CENTRE

### PATIENT PARTICIPATION REPORT 2014

This report is to provide an update for patients on the activities of the patient participation group (called the Healthy Living Group).

The outcomes from the 2013 Action Plan were:

#### ACHIEVED:

- Socket covers purchased and fitted to all sockets accessible to children on ground floor including group rooms and corridors
- Magazines provided (and updated monthly) for waiting room
- Books also available to purchase (funds to go to charity)
- Worker Group discussion took place at the meeting held in April 2013 regarding friendly, approachable staff and patient expectations
- Flipchart in reception with sign for patient self check-in screen

#### NOT ACHIEVED:

- Wifi in the waiting room too expensive for the practice to provide
- Music not organised yet as unable to get it to run with the patient call screen

The 2014 patients survey , the results and the action plan are available for viewing in this section of the website but are also reproduced below for ease of reference.

We have been in the building a year (on 11 February 2014) and the Healthy Living Group agreed that we should now find out what patients think, a year in. The questions were based on the suggestions made and although some questions were similar to last year, it was agreed that patients feedback could have changed now that they have had chance to utilise the services more in the new and much improved setting.

We have held six Healthy Living Group meetings during the past year which have helped the management team develop services and activities for the benefit of the practice population. We have also recruited new participants. There have been many suggestions made by the group to improve services and lots of questions asked about how the practice runs. It also gives the

management team a chance to update the patients on up and coming changes, as an example the new Care Planning scheme. We have had discussions around problems with changes in medication supplies and have liaised with our local pharmacies and the Local Pharmaceutical Committee (which may not have happened had we not had such meetings). The December meeting also involved input from patients with a Learning Disability who kindly attended with one of the patient group members and the discussions which took place have proved invaluable to the practice.

The practice would like to express their appreciation of the support given by the Healthy Living Group. They have helped steer the management team and improve services.

Please see below the 2014 patient survey, the results and the agreed action plan with an indication of which points have already been undertaken:

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### **PATIENT SURVEY FEBRUARY 2014**

Dear Patients, we have been in the new premises a year in February. We would appreciate your feedback. Please help us by answering the following questions:

**CIRCLE YOUR AGE RANGE:** under 16 16 to 20 21 to 30 31 to 40 41 to 60 61 to 75 Over 75

**ARE YOU:** MALE OR FEMALE (PLEASE CIRCLE)

#### **1 PATIENT CALL/INFORMATION SCREEN (TV) IN THE WAITING ROOM**

- Do you find the patient call helpful? YES/NO
- Is the information played on the screen useful/informative/of no interest?  
CIRCLE WHICH APPLIES
- What would you prefer to be shown on the screen:  
.....

#### **2 SELF CHECK IN**

- Are you aware that we have a self check in screen? YES/NO Do you use the self check in?  
YES/NO
- If you don't use the self check in screen what would encourage you to use it?  
.....

#### **3 ONLINE ACCESS TO PATIENT SERVICES**

- Are you aware that you can order your repeat prescriptions and book appointments online?  
YES/NO
- How do you think we should advertise these services to patients?  
.....

(Please review our website [www.foxhillmedicalcentre](http://www.foxhillmedicalcentre) and let us know if we can improve it)

**4 WOULD YOU RECOMMEND FOXHILL MEDICAL CENTRE TO FRIENDS/NEIGHBOURS YES/NO**

Please tell us why (whether its yes or no):  
.....

**5 EMAIL/TELEPHONE CONTACT**

Would you be happy for us to email or text you reminders, invites for check- ups, updates about the services we offer? YES/NO

*(If yes, we need your consent so please ask at reception for a form to complete, thank you)*

**6 IS THERE ANYTHING ELSE YOU WOULD LIKE US TO BE MADE AWARE OF? IF SO PLEASE TELL US IN THE BOX BELOW: (perhaps a comment on the services we offer/something about the building/ a helpful member of the team, in fact anything that is important to you!)**

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE**

**PATIENT PARTICIPATION GROUP**

We have a patient participation group which meets every six weeks. This really helps the practice develop services which meet patient expectations. If you would like to know more about it please ask to speak to Clair or Mandy.



**SURVEY RESULTS:**

**(This is available in a larger print as an individual document on the website and also on display in the waiting room on the notice board at the top of the staircase)**

**FOXHILL MEDICAL CENTRE  
PATIENT SURVEY RESULTS 2014  
248 Surveys completed over during February /March  
(50 patients declined to complete the survey)**

**AGE RANGE**

Under 16	4
16 to 20	15
21 to 30	35

31 to 40	38
41 to 60	84
61 to 75	47
Over 75	25

**GENDER**

Male	110
Female	138

**1 PATIENT CALL/IFORMATION SCREEN (tv) IN THE WAITING ROOM**

**Do you find the patient call helpful?**

YES	217
NO	22
No response	9

**Is the Information played on the screen?**

Useful	29
Informative	50
Of no interest	25
No response	144

**What would you prefer to be shown on the screen?**

Daytime/normal TV	3	Music/Music Videos	7
News	4	Radio	9
Children's TV	1	Diet Recipies	1
Popular products available from a chemist	1		

**2 SELF CHECK IN SCREEN**

**Are you aware that we have a self check- in screen?**

YES	166
NO	22
No response	60

**Do you use it?**

YES	103
NO	64
No response	81

**What would encourage you to use it?**

Notice/Poster	3
Nothing	3
Being shown how	3

(Six patients said they preferred to speak to reception)

**3 ONLINE ACCESS TO PATIENT SERVICES**

**Are you aware that you can order repeat prescriptions and book appointments online?**

YES	165
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NO	79
No response	4

**How do you think we should advertise these services?**

SMS/email	15
Letter to patients	6 (or flyer attached to prescriptions)
Notice Board	3
Via Receptionists	2
Patient call screen	1
Advertise in chemist	1
Facebook	1
Website	1
Newsletter	1

**4 WOULD YOU RECOMMEND FOXHILL MEDICAL CENTRE TO FRIENDS/NEIGHBOURS?**

YES	230
NO	18

**TELL US WHY:**

**POSITIVES:**

- Because the whole team are helpful; doctors to receptionists
- Very helpful, always interested in the patient
- Opening hours/range of services/same day access
- Nice and polite no matter what you want
- Because it is hard to find a Doctors with all the facilities which Foxhill have on offer
- Very happy with the survey
- I have been with the Doctors all my life
- Good professional staff
- A warm welcome and helpful
- Some of my friends are amazed at the variety of services that are on offer
- Clean and friendly, seem more appointments available
- They are really nice Doctors
- Like the same day access appointments
- Excellent service on every visit
- Been here many years, always helpful
- Easy access, clean and modern
- Friendly and efficient, down to earth staff
- Friendly staff and GPS x 4
- Very nice staff, very helpful and good Doctors
- Updated clinical premises
- Run well, everyone helpful
- Because you can see someone the same day
- The Doctors and Nurses are always helpful and have time to listen to what the problem is
- Straight forward, helpful, good services
- Nice and lovely people (all) x 2

- Late evening surgeries
- It's the best place to come for help
- Personal experience is positive
- We are treated well, I like the welcoming receptionists
- Since the move seems to be run more efficiently
- Peter Bull is excellent, Karine is brill, Ian excellent
- Very helpful, always interested in the patient
- It's the best surgery I have ever been to
- Very good staff
- Very convenient, local, good parking
- Friendly approachable staff and Doctors
- Good service x 4
- Very happy with all the services from Foxhill
- Always been with the doctors and wouldn't go anywhere else
- Friendly and efficient nursing staff
- Because they have a patient art group

**NEGATIVES:**

- Like the building but long walk to Dawn's room
- I have waited 4-10 days before being seen after spending 30 minutes on the phone
- Because it takes ages to get an appointment
- No available appointments
- Reception are useless
- Can never get an appointment
- Wait ages for an appointment even for children

**5 WOULD YOU BE HAPPY FOR US TO EMAIL OR TEXT YOU REMINDERS, INVITES FOR CHECK-UPS, UPDATES ABOUT SERVICES WE OFFER?**

YES	143
NO	57
No response	45

**6 IS THERE ANYTHING ELSE YOU WOULD LIKE TO US TO BE MADE AWARE OF?**

**POSITIVES:**

- Good services, excellent and the building is good
- I like that you give children treats after their check up
- Very clean premises. Nice building
- The new building is great, nice and light and staff lovely
- Very good all round services by staff but the building is a bit too big
- Like the personal touch
- Receptionists friendly and helpful
- Think all the team work well but may be more appointments made available sooner, rather than having to wait. Although I have found you will fit kids in which is appreciated.
- I have always been happy with the personal touch shown by the Doctors and Staff ie not clinical as I am told others are elsewhere

- Clair has been and continues to be the backbone of the art group along with Joanne the Tutor
- An excellent surgery, cannot recommend it highly enough
- I have found my GP very friendly and a good listener
- Excellent receptionists, friendly helpful. Been at the surgery for years and never been disappointed
- Promote different health days, eg Diabetes, BP
- People who are elderly, frail, disabled or have special needs value human contact rather than self check-in
- Staff always happy to help even when they are busy and kind
- Nice up to date building (but very clinical). I find all members of staff helpful.
- Just to say thank you for all you do for me and many other people
- Keely chatted with me today, as always
- All GPs, nurses and reception staff are marvellous
- Everything is fine
- Bendle is very helpful and caring and available more often. Doctors do not have the time to care so much. Reception staff cheerful and helpful.

#### **NEGATIVES:**

- Reception in general are unhelpful and not very friendly; some are bordering on being rude and it doesn't present a welcoming environment
- Some of the Receptionists are snotty, don't make eye contact and are unwilling to help. Just dismiss you like a naughty child
- More telephone lines needed x 2
- Have found it difficult to get through on the phone every time I ring
- Trying to get through to the surgery especially in a morning is a nightmare, another phone line please?
- Make more appointments for working people
- Only complaint I have is that there is only one number to ring for appointments, should be more
- It would be more helpful if you could get in touch with surgery by telephone
- There were more services at the old medical centre than here. It's a nice warm building but more services needed
- Trying to get through to the practice by phone is virtually impossible first thing in the morning, more appointments should be made available. Sometimes when you desperately need to see a doctor no appointments are available
- Lots of posters are in block capitals, they are difficult to read for people with literacy issues or those with English as an additional language; use lower case, apart from the usual capitals. Use paper that is not white also helps.
- Having to come into the practice for online passwords defeats the object, why can't they be provided online?

#### **ACTION PLAN 2014:**

#### **INFORMATION ON PATIENT SCREEN IN WAITING ROOM:**

- Mandy to view a full cycle of information showing to make observations

- Put information on the screen asking patients to tell us if they feel what is showing isn't appropriate
- Contact Public Health to find out if they have information for us to play on the screen regarding healthy eating/sugar content of foods/what is healthy sugar (completed)
- Contact the Clinical Commissioning Group IT people to ask if they can enable our system to display a bigger selection of data than currently is available (Completed)
- Find out from system supplier how long it will be before Radio can be played out from the screen and interrupted when patients are called (currently unavailable) (Completed)

#### **SELF CHECK IN**

- Prepare a much bigger display to encourage patients to use the screen and ASK for help from staff to be shown how to use it (completed)

#### **ONLINE APPOINTMENTS/REPEAT PRESCRIPTIONS**

- Have a flashing banner on the website front screen (completed)
- Email everyone we have email addressed for on record (completed)
- Put a flyer on prescriptions (completed)

#### **TELEPHONES**

- On Tuesday and Thursday the telephones will be answered from 1.30pm so this gives patients an extra hour to contact the practice per week (completed)
- Explain in the newsletters about the telephone system and how many lines we have available (drafted but not agreed)

#### **GENERAL**

- Prepare a patient newsletter which covers all the points raised in the survey (drafted but not agreed)

**THE PLAN WILL BE REVIEWED AT THE NEXT HLG MEETING ON 8 MAY 2014, 11.30am, ALL PATIENTS WELCOME**